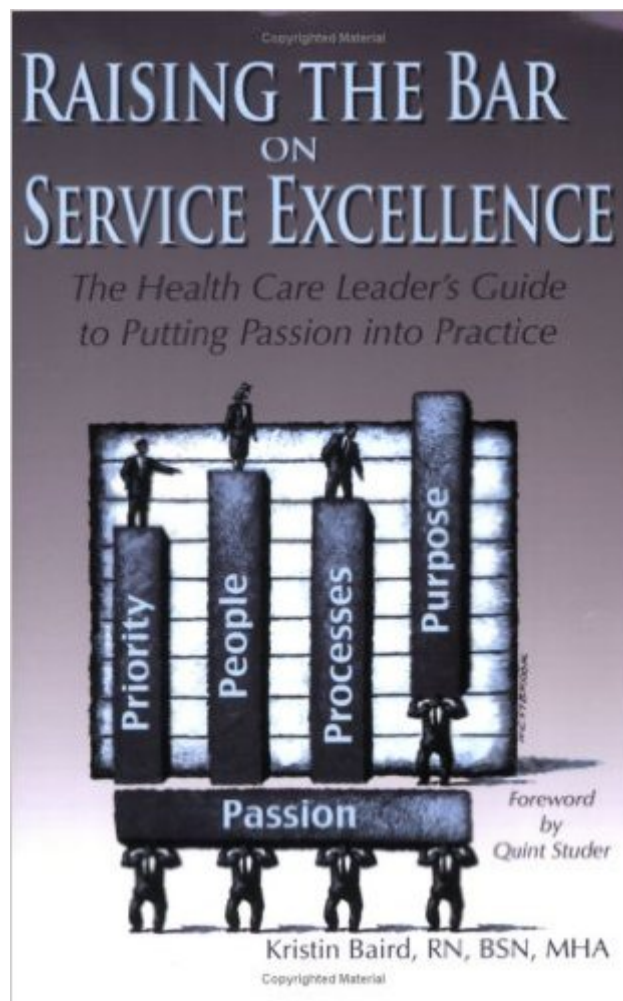


The book was found

Raising The Bar On Service Excellence: The Health Care Leader's Guide To Putting Passion Into Practice



Synopsis

A pragmatic approach to health care leadership designed to enhance organizational culture and improve customer service. Once again, author and consultant Kristin Baird (Customer Service in Health Care, a Grassroots Approach to Creating a Culture of Service Excellence, Jossey Bass, 2000) delivers a hard-hitting message for health care leaders to step up and lead for excellence. Leaders at all levels will benefit from the practical wisdom here. Through stories, interviews and action steps, Baird encourages leaders to continue raising the bar for the good of our patients, physicians and employees. Features a foreword written by Quint Studer.

Book Information

Paperback: 203 pages

Publisher: Golden Lamp Pr.; 1 edition (January 1, 2008)

Language: English

ISBN-10: 0975473344

ISBN-13: 978-0975473344

Product Dimensions: 5.9 x 0.6 x 8.9 inches

Shipping Weight: 12.8 ounces

Average Customer Review: 5.0 out of 5 stars [See all reviews](#) (4 customer reviews)

Best Sellers Rank: #771,228 in Books (See Top 100 in Books) #221 in [Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Practice Management & Reimbursement](#) #326 in [Books > Medical Books > Administration & Medicine Economics > Practice Management & Reimbursement](#)

Customer Reviews

Kristin Baird has done it again, and just as she professed, she has herself "Raised the Bar" with this new Leader's Guide for Service Excellence. Kristin's insight into the challenges now facing healthcare in this 4th generation of healthcare service improvement provides a model to capture the broad concepts, the strategies and tactics to capture the interests and actions of our healthcare teams, and the stories to capture our hearts. The Leader Reflections and Actions at the conclusion of each chapter aides in anchoring our thoughts and honing our practices for the future. This book has now taken the place of "most read, referenced, and revisited" in my library of resources.

"Kristin Baird is passionate about improving the patient experience. In her new book, Raising the Bar on Service Excellence, she outlines the path to success for healthcare leaders by offering real

life case studies and practical action steps. Healthcare professionals seeking answers would benefit from reading this book. Kudos to Kristin for her insight and willingness to share her expertise that she acquired over the past 30 years."- Brooke Billingsley Author, Speaker & Vice President Perception Strategies, Inc.

As someone who has worked with Kris for many years, her message remains consistent, focus on the customer. This book reflects her many years as a health care provider and consultant on this topic. This book is invaluable reading for the novice and the experienced "customer experience" professional. I would highly recommend this book and Kris to anyone who wants to have a deeper understanding of the customer dynamics in health care and how everyone contributes to those dynamics.

With quality reporting ever more public, healthcare needs a book like this to help us focus on what consumers view as quality: service excellence. Kristin Baird writes with a mix of personal stories and practical steps that keeps it interesting and easy - both to read and to apply. I actually recommend buying a couple of the books as you will want to circulate to leaders and staff throughout your organization.

[Download to continue reading...](#)

Raising the Bar on Service Excellence: The Health Care Leader's Guide to Putting Passion Into Practice
Raising the Bar: Integrity and Passion in Life and Business: The Story of Clif Bar Inc.
Essential Case Studies In Public Health: Putting Public Health into Practice (Essential Public Health)
The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To)
The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To)
How to Open a Bar: An Entrepreneur's Essential Guide to Opening, Operating, and Owning a Bar or Nightclub ~ (the Bar Business Plan)
The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Health Care Organizations: Lessons in Excellence from One of the World's ... Care Organizations
VIDEO ENHANCED EBOOK Scoring High on Bar Exam Essays: In-Depth Strategies and Essay-Writing That Bar Review Courses Don't Offer, with 80 Actual State Bar Exams Questions
The Bar Exam Mind Bar Exam Journal: Guided Writing Exercises to Help You Pass the Bar Exam
The 12 Principles of Manufacturing Excellence: A Lean Leader's Guide to Achieving and Sustaining Excellence, Second Edition
Civil Service Exam Secrets Study Guide: Civil Service Test Review for

the Civil Service Examination (Mometrix Secrets Study Guides) Food Service Menus: Pricing and Managing the Food Service Menu for Maximun Profit (The Food Service Professional Guide to Series 13) The Toyota Way to Service Excellence: Lean Transformation in Service Organizations Home Health Aide On-the-Go In-Service Lessons: Vol. 3, Issue 1: The Aide Assignment Sheet (Home Health Aide on-the-Go in-Service Lessons, Volume 3) Storey's Guide to Raising Sheep, 4th Edition: Breeding, Care, Facilities (Storey's Guide to Raising) Storey's Guide to Raising Rabbits, 4th Edition: Breeds, Care, Housing (Storey's Guide to Raising) Cats: Cat Care- Kitten Care- How To Take Care Of And Train Your Cat Or Kitten (Cat Care, Kitten Care, Cat Training, Cats and Kittens) Dogs: Dog Care- Puppy Care- How To Take Care Of And Train Your Dog Or Puppy (Dog Care, Puppy Care, Dog Training, Puppy Training) Video Production: Putting Theory into Practice Walking the Walk: Putting the Teachings into Practice When It Matters Most

[Dmca](#)